

Appl. No. 09/756,471

Reply to Examiner's Action dated December 15, 2005

**REMARKS/ARGUMENTS**

The Applicants have carefully considered this application in connection with the Examiner's Action and respectfully request reconsideration of this application in view of the foregoing amendment and the following remarks.

The Applicants originally submitted Claims 1-37 in the application and subsequently added Claims 38-41. Pursuant to a restriction requirement, the Applicants previously canceled claims 17-37. The Examiner has withdrawn Claims 38-41 from consideration as being directed to a non-elected invention. The Applicants previously canceled Claims 3 and 15. Herein, the Applicants have amended Claims 1 and 4 and have not added or canceled any claims. Accordingly, Claims 1-2, 4-14 and 16 are currently pending in the application.

**I. Formal Matters and Objections**

The Examiner has objected to Claim 1 because it recites "the purpose" without a sufficient antecedent basis. In response, the Applicants have amended Claim 1 to correct the antecedent basis problem and respectfully request the Examiner to withdraw this objection.

The Examiner indicated that Claims 4-11 would be allowed if rewritten in independent form to include all of the limitations of the base claim and any intervening claims. The Applicants have rewritten Claim 4 as an independent claim and have included all of the limitations of rejected base Claim 1 therein. Inasmuch as Claims 5-11 are each respectively dependent on Claim 4, they should also be allowable as written since they now include all the limitations of rejected base Claim

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1 as well as the pre-amendment Claim 4 limitations. Therefore, the Applicants respectfully request the Examiner to allow Claims 4-11.

## **II. Rejection of Claims 1, 2, 12-14 and 16 under 35 U.S.C. §102**

The Examiner has rejected Claims 1, 2, 12-14 and 16 under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 6,687,241 to Goss. As the Examiner is no doubt aware, anticipation requires that each and every element of the claimed invention be disclosed in a single prior art reference; the disclosed elements must either be disclosed expressly or inherently and must be arranged as in the rejected claims.

As indicated in a prior response, Goss does not describe a system with a call processing network that has a workflow manager, as such term is used in the present application. The portion of Goss cited by the Examiner as constituting a workflow manager takes calls and then assigns the calls to an agent based on the skill of the agent, which skill level apparently constitutes a database of skill tables that, among other items, contain a particular skill profile for each agent. (Goss, Col. 5, lines 21-24). Goss does not describe a system where media event attributes are extracted from a media event and matched with available agent attributes. In short, Goss does not describe a system where attributes are extracted from a particular customer media event and then matched with the attributes of an agent. The database in Goss does not associate available agent attributes with media event attributes because Goss does not provide for the identification and extraction of attributes from such events. Goss does not parse or otherwise analyze a media event to identify media attributes. Therefore, Goss does not disclose each and every element of the claimed invention and, as such, is

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not an anticipating reference for independent Claim 1. Because Claims 2, 12-14 and 16 are each respectively dependent upon Claim 1, Goss also cannot be an anticipating reference for Claims 2, 12-14 and 16.

In view of the foregoing remarks, the cited reference does not support the Examiner's rejection of Claims 1, 2, 12-14 and 16 under 35 U.S.C. §102(e). The Applicants therefore respectfully request the Examiner to withdraw the rejection.

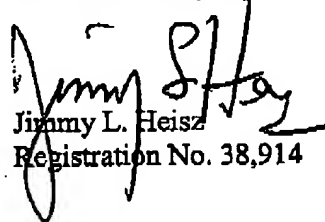
### III. Conclusion

In view of the foregoing amendment and remarks, the Applicants now see all of the Claims currently pending in this application to be in condition for allowance and, therefore, earnestly solicit a Notice of Allowance for Claims 1, 2, 4-9, 11-14 and 16.

The Applicants request the Examiner to telephone the undersigned attorney of record at (972) 480-8800 if such would further or expedite the prosecution of the present application. The Commissioner is hereby authorized to charge any fees, credits or overpayments to Deposit Account 08-2395.

Respectfully submitted,

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